

WHAT IS CLAIMED IS:

1. A method for managing call reports in a wireless network environment
5 comprising the steps of:
 - receiving a message and information regarding a client matter;
 - determining a distribution list by applying a set of visibility rules;
 - creating a call report, the call report including the received message; and
 - allowing access to the call report based on the distribution list.
- 10 2. The method of claim 1, wherein the visibility rules take into consideration whether the call report involves a sensitive subject.
3. The method of claim 1, wherein the visibility rules include rules for determining
15 which persons are legally allowed access to the call report.
4. The method of claim 1, wherein the visibility rules are adjustable.
5. The method of claim 1, wherein the information regarding the client matter
20 includes a user-provided sensitivity indicator.
6. The method of claim 1, wherein the call report is at least partly based on a template.
- 25 7. The method of claim 1, wherein the call report is remotely accessible.

8. The method of claim 1, wherein the call report is distributed via electronic mail (e-mail) to persons in the distribution list.
9. The method of claim 1, wherein the call report is accessible via the wireless
5 network.
10. The method of claim 9, wherein the call report is accessible using a wireless device.
- 10 11. The method of claim 10, wherein the wireless device is browser-based.
12. The method of claim 10, wherein the wireless device includes an Internet connection.
- 15 13. The method of claim 10, wherein the wireless device has an on-line mode and an off-line mode.
14. The method of claim 13, wherein the message is entered using the wireless device in the off-line mode and automatically transmitted when the device is in the on-line
20 mode.
15. The method of claim 10, wherein the wireless device is in the off-line mode when a network connection is unavailable.

16. The method of claim 1, wherein a list of contacts is displayed to a user.

17. The method of claim 16, wherein the list of contacts is modifiable by the user.

5 18. A system for managing call reports, comprising:

a server configured to receive from a wireless device a message and information regarding a client matter, determine a distribution list by applying a set of visibility rules, create a call report including the received message, and allow remote access to the call report based on the distribution list.

10

19. The system of claim 18, wherein the visibility rules include rules for determining which persons are legally allowed access to the call report.

20. The system of claim 18, wherein the visibility rules are adjustable.

15

21. The system of claim 18, wherein the visibility rules take into consideration whether the call report involves a sensitive subject.

22. The system of claim 18, wherein the information regarding the client matter

20 includes a user-provided sensitivity indicator.

23. A program storage device readable by a machine, tangibly embodying a program of instructions executable on the machine to perform method steps for managing call reports in a wireless network environment, the method steps comprising:

- receiving a message and information regarding a client matter;
- 5 determining a distribution list by applying a set of visibility rules;
- creating a call report, the call report including the received message; and
- allowing access to the call report based on the distribution list.

10

15

20